GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1046
ANSWERED ON:21.07.2017
Missing/Theft of Valuables in Bank Lockers
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Will the Minister of FINANCE be pleased to state:

a) whether incidents of theft or missing of valuable articles of bank customers from lockers of various banks in the country including Delhi have been reported in the recent past;

b) if so, whether information has been collected regarding articles went missing from bank lockers during the last one year and the current year;

c) whether the Government proposes to pay compensation to bank customers in case of theft from bank lockers, if so, the details thereof and if not, the reasons therefor;

d) whether the Government is proposing any stringent rule for the banks, both for Public Sector Banks and private banks for their liabilities towards loss or damage of items kept by the consumers in their lockers and if so, the details thereof;

e) whether some banks are passing it to the consumers, saying consumers do not disclose the contents of the safe deposit lockers; and

f) if so, the details thereof and the action taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a) to (f): Reserve Bank of India (RBI) has informed that banks have been advised to review and strengthen the security arrangement in their branches and ATMs from time to time. RBI has further informed that banks report all instances of theft/burglaries/dacoity/robberies to RBI which includes robbery/theft in branches, ATMs, etc. including theft from bank lockers and that exclusive data on theft from bank lockers is not maintained. Details on the number of incidents of robbery, theft, dacoity& burglary reported by banks to RBI in ATMs and branches etc, for the years 2015-16 & 2016-17 are given in Annex.

RBI has informed that there is no specific circular asking banks to compensate customers for theft of articles from bank lockers. Nevertheless banks have been advised by RBI that it would be the responsibility of the banks to ensure that the lockers remain safe and there is no negligence in the matter of safe guarding the lockers that could render the banks concerned liable to claims by locker holders.
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